

## SERVICE STRATEGY - STRATEGY OPERATIONS

*“Bridging Strategic Intent and Operational Excellence in IT Services”*

### Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

### Introduction

Strategy Operations is a critical concept in ITIL® Service Strategy that focuses on aligning the strategic objectives of IT services with day-to-day operational performance. This course provides a practical framework for turning strategic visions into operational realities, ensuring that IT delivers continuous value to the business through structured execution and measurable outcomes.

### Objectives

By the end of this course, participants will be able to:

- Understand the core principles of Strategy Operations in IT service management
- Translate strategic goals into actionable operational plans
- Monitor, measure, and adjust operations to align with strategic objectives
- Integrate financial, service, and demand management into operational execution
- Implement governance mechanisms to maintain service alignment and performance

## Why Attend

If you're an IT leader, service manager, or strategist responsible for delivering services that fulfill business expectations, this course will help you build operational maturity while staying strategically focused.

## Target Audience

- IT Service Managers & Strategists
- CIOs and CTOs
- IT Governance and Risk Professionals
- Business Relationship Managers
- ITIL® Consultants and Implementation Teams
- Operations and Process Improvement Leaders

## Individual Benefits

- Gain clarity on connecting IT strategy to operations
- Enhance leadership in service planning and execution
- Build confidence in managing value-driven service portfolios
- Acquire tools to drive operational efficiency with strategic oversight

## Organizational Benefits

- Seamless alignment between business strategy and IT services
- Increased operational agility and strategic responsiveness
- Improved decision-making through consistent performance data
- Enhanced ability to scale IT services strategically and sustainably

## Instructional Methodology

- Expert-led workshops with real-life industry case studies
- Strategic-to-operational planning simulations
- Hands-on group projects and service alignment exercises
- Daily reviews and feedback-driven assessments

## Course Outline

### DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

**Training Hours:** 7:30 AM – 3:30 PM

**Daily Format:** 3–4 Learning Modules | **Coffee Breaks:** 09:30 & 11:15 | **Lunch Buffet:** 01:00 – 02:00

#### Day 1: Foundations of Strategy Operations

**Module 1:** Introduction to ITIL® Strategy Operations (07:30 – 09:30)

**Module 2:** Strategic Intent vs. Operational Capability (09:45 – 11:15)

**Module 3:** Key Enablers: Governance, Risk, and Compliance (11:30 – 01:00)

**Module 4:** Case Review: Strategy Execution Failures and Lessons (02:00 – 03:30)

#### Day 2: Strategic Planning and Operational Readiness

**Module 1:** Developing Strategic Service Objectives (07:30 – 09:30)

**Module 2:** Planning Service Demand and Capacity (09:45 – 11:15)

**Module 3:** Operational Readiness Assessments (11:30 – 01:00)

**Module 4:** Simulation: Service Readiness Audit (02:00 – 03:30)

#### Day 3: Service Value Chains and Tactical Execution

**Module 1:** Mapping Services to Value Streams (07:30 – 09:30)

**Module 2:** Role of Continual Service Improvement in Strategy Operations (09:45 – 11:15)

**Module 3:** Tactical Decision-Making Frameworks (11:30 – 01:00)

**Module 4:** Group Exercise: Designing a Strategy-to-Operations Playbook (02:00 – 03:30)

#### Day 4: Performance Monitoring and Strategic Control

**Module 1:** KPIs, Metrics, and Critical Success Factors (07:30 – 09:30)

**Module 2:** Managing Strategic Drift in Operations (09:45 – 11:15)

**Module 3:** Governance, Escalation Paths & Operational Risk Control (11:30 – 01:00)

**Module 4:** Case Study: Aligning IT Strategy with SLA Performance (02:00 – 03:30)

#### Day 5: Optimization and Value Realization

**Module 1:** Realizing Business Value Through Strategy Execution (07:30 – 09:30)

**Module 2:** Strategy Operations Optimization Models (09:45 – 11:15)

**Module 3:** Group Presentation – Strategy to Execution Blueprint (11:30 – 01:00)

**Module 4:** Final Review, Feedback & Certification (02:00 – 03:30)

## Certification

Participants will receive a **Certificate of Completion** endorsed by a recognized training provider upon fulfilling course requirements. This course aligns with ITIL® strategic competency development paths.

## Why Choose MAWA Events

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Interested in running this course for your team?

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